

Dear Congressman [REDACTED]

It was a pleasure to meet you last Saturday in Glendale at [REDACTED] I am the person who linked the solar panels to the Internet, and my software and services have been running [REDACTED] for over twenty years.

I am contacting you regarding a matter that endangers the lives and safety of many Americans and others who rely on American quality and ingenuity.

I need your assistance. I believe the Apple iPhone has a defect that slows emergency response time by several minutes. I also believe the iPhone will super heat (thermally, electromagnetically, or chemically) and injure your face if you are on the phone with the operator or 911 since the heat shutoff does not enable if you are making an emergency call.

The Apple Inc. knowledgebase article <http://support.apple.com/kb/HT2101> states, "Operate iPhone 3G, iPhone 3GS, and iPad in a place where the temperature is between 0° and 35° C (32° to 95° F). Low- or high-temperature conditions might temporarily shorten battery life or cause the device to temporarily stop working properly."

This article has been revised several times. Previously the article showed a picture, with the instructions on how to unlock the iPhone in an emergency, if overheated. The publicly accessible instruction by Apple on how to unlock the device in an emergency has been removed.

I believe many people consider their cell phones as "emergency communication devices". As a former certified emergency medical technician, I believe most people will not be able to figure out how to unlock the phone under dire emergency circumstances. I believe this will result in an increase of up to several minutes in response time for emergency personnel. A human being is likely to have brain damage within three minutes, if not breathing. I can only guess how many people can run out of a high rise in a few minutes.

I believe the programmed temperature limitations of the iPhone will prevent normal calls in an emergency, if the caller calls from a fire, if the caller left the phone in a hot car, if the caller left the iPhone in direct sunlight by a pool or beach or lake, or if it is simply a very hot day.

I believe the iPhone is programmed so that a call to the operator is considered an emergency call. The heat shut off feature did not activate when I was on the phone with the operator for a prolonged period with the iPhone I used. The iPhone superheated and I believe injured my face. Please see included documentation.

Although I have not retained an attorney and there is no lawsuit pending at this time, Apple's position is that unless I sign a release of medical records to them, they will not communicate with me. Given what has transpired to date, I do not trust this company and do not want to release my personal information to them.

I need the information for purposes of "Differential Diagnosis" of my still existing symptoms where the iPhone touched my face and ear. I have included my medical documentation and am willing to give your office full access to my personal medical records.

As a matter of public safety, I am curious how a vendor of what many people consider their “emergency communication device” can sell a device, that without warning or accessible documentation, stops functioning and or alters normal communications in temperatures above 95 degrees.

Can you assist me in any way with this? I was wondering if you could call Apple on my behalf and ask them to release the test results of the iPhone I returned that injured me over a year ago. There is no lawsuit at this time. I need the results for purposes of getting a “differential diagnosis” to treat some unusual symptoms I am experiencing since the iPhone malfunction.



Any assistance or direction you can render will be extremely appreciated.

Sincerely,

